

Operating Instructions

(UK)

Call Manager tiptel 355 ISDN



tiptel

Display symbols



































	Automatic switchboard activated		Welcome and transfer (outgoing message before answering) activated
	Information system activated		Automatic switchboard set to outgoing message 1
	Answering mode activated, new messages, 7 calls		Answering mode activated, no new messages, 7 calls
	Playback		Caller number
	Pause playback		Call
	Recording in progress, microphone activated		Call for number (MSN)
	Destination of message transfer or update (log book)		Volume
	Record mode active		Free memory
	Record, general		Second function
	Time control activated, switching time		Insert blank
	Message transfer activated		Delete
	Selected outgoing message		Message/record mode
	Search (skip) forwards		Remote operation carried out (log book)
	Search (skip) back		Message transfer carried out with no subsequent remote operation (log book)
	Unsuccessful call		Mailbox 1 set up, new messages
	Division into submenus		Mailbox 1 set up, no new messages
	Device locked		Recording in progress via audio input

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Call management

General

This manual describes all of the tiptel 355 ISDN's call management functions. The manual for the tiptel 350-10 ISDN is enclosed for the answering machine and voice-mail functions also included.

The tiptel 355 ISDN has the following operating modes:

1. Automatic switchboard

This mode is used to relieve the burden on switchboard staff. A caller is greeted and can use tone dialling to transfer themselves to the desired contact person.

2. Welcome and transfer

This mode relieves staff on a hotline, for example, from having to repeat the same welcome messages. A caller is greeted with a (comprehensive) information message and then transferred fully-automatically to a collective number.

3. Information system

This mode offers a company the opportunity of handling constantly recurring customer enquiries or standard information automatically, thus relieving the burden on its staff. The caller can use tone dialling to select and listen to the desired information himself.

Each of these modes can be configured completely independently. As a default, these modes are deactivated, and they have to be configured and activated in the appropriate menu.

After configuration, different outgoing messages (AZ, BV, IS) are available to you. The choice of outgoing message can be used to switch between the different modes. Of course, it is also possible to do this fully automatically using the integrated time control.

In contrast to the tiptel 350/350-10 ISDN, the tiptel 355 ISDN has a larger memory and therefore allows around 2 hours of messages as standard. The message time can be extended to 6 hours, for more comprehensive information, for example. To do this, you need the multimedia cards (MMC) available as an accessory.

With the tiptel 355 ISDN, mailboxes can be defined as an alternate destination for a busy extension, i.e. if a subscriber is busy, the caller can be diverted to the specified mailbox and can leave a message. For information on setting up these mailboxes, please refer to following sections of the chapter "Mailbox set up" in the tiptel 350-10 ISDN manual: "Add multiple users" and "Operation with multiple users". You can also find a brief guide to setting up mailboxes on P. 29 of this manual.

Requirements for transfer

Before configuring the device, please read the chapter “First steps” in the tiptel 350-10 ISDN manual. The variants 3 (use in front of a PBX system) and 4 (use on a PBX ISDN extension) are important for using the device as a call manager. You use variant 3 if your PBX system has a multiple-device connection and variant 4 if your PBX system has a system connection or if several ISDN connections are used.

Important note

The transfer option is essential for the call management functions “Welcome and transfer” and “Automatic switchboard”.

If you are connecting the tiptel 355 ISDN in front of a PBX system according to variant 3, you can transfer to devices connected downstream of the tiptel 355 ISDN (to its internal S_0 bus). A transfer to an external number (e.g. a mobile) is only possible if your network operator supports the “ECT” function. If you want to use this option, please check with your network operator.

If you are connecting the tiptel 355 ISDN in a PBX system according to variant 4, your PBX system must support transfers to one of its internal S_0 connections. You should check that this is the case as otherwise you will not be able to use the tiptel 355 ISDN in this connection variant. A transfer to an external number (e.g. a mobile) is only possible if your PBX system supports this function. If you want to use this option, please check with the supplier or manufacturer of your PBX system.

The internal S_0 connections on the tiptel 411 clip, 811 clip, 822 clip and 4011 XT PBX systems support transfers to both internal and external subscribers.

Transfers in PBX systems

The tiptel 355 ISDN currently supports two different kinds of transfer in PBX systems:

- ECT (Explicit Call Transfer)
- ICT (Implicit Call Transfer, also known as double DISCONNECT)

You must set the variant required for your PBX system in the tiptel 355 ISDN, as otherwise the transfer function will not work. Please check with the supplier or manufacturer of your PBX system as to which variant should be selected.

How to set the transfer type:



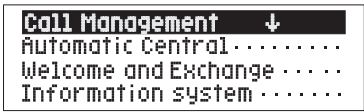
Press Menu.

The main menu appears in the display.



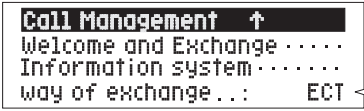
Press the **select button** next to "Call management".

The display shows all the call management functions available.



Move to the option "Transfer type" using the **down** arrow button.

The menu option appears in the display.



Press the **select button** next to "Transfer type".

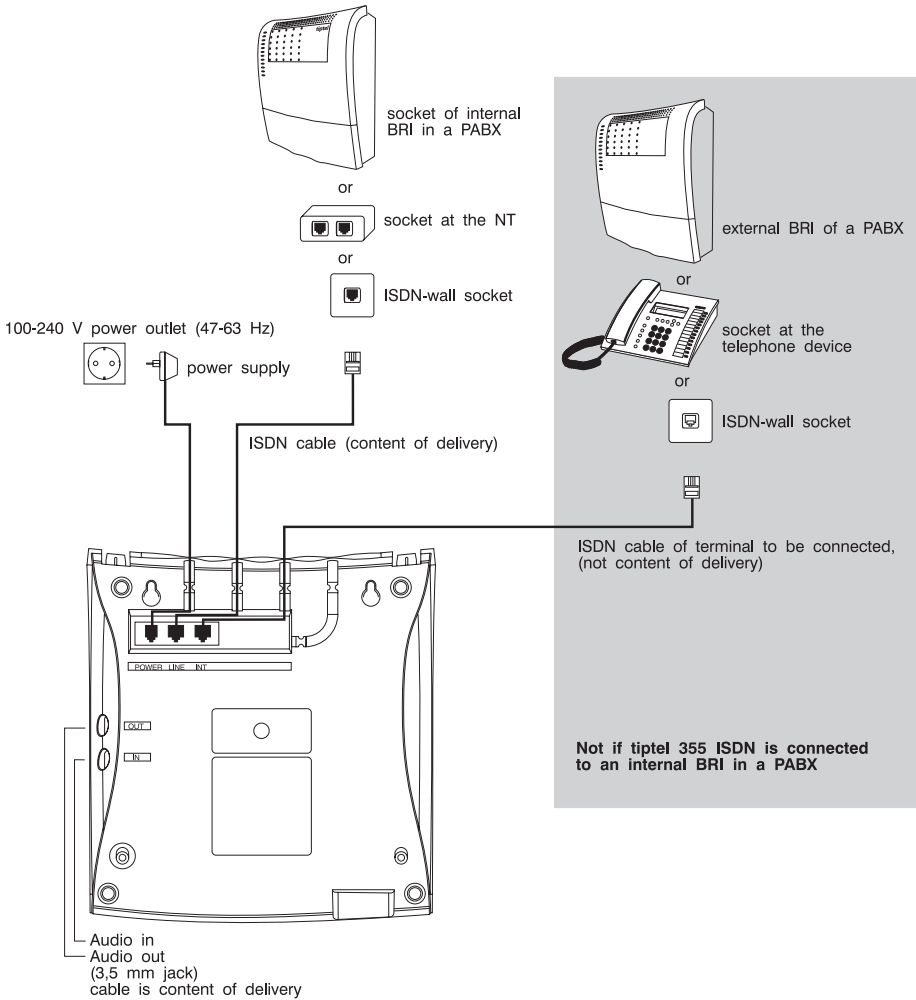
The selected transfer version appears in the display.



Press the **Stop** button twice to leave the menu.

The default settings once again appear in the display.

Connection diagram



Automatic switchboard

The first type of application is the “Automatic switchboard”. In this case, the caller himself decides which destination he would like to be connected to using a number on his tone-dial compatible (MFV) telephone. As a result, practically any telephone system is capable of direct dialling. In addition, the burden on an existing switchboard is relieved, as a caller can transfer himself to the desired contact person. If you have also set up mailboxes, if one of the nine destinations is busy the caller hears an appropriate outgoing message and can, if necessary, leave a message. You can find a brief guide to setting up mailboxes on P. 26 (see also “Mailbox set up” in the tiptel 350-10 ISDN manual).

Automatic switchboard setting options

Function available Yes or no. Here, you set whether or not “Automatic switchboard” is available for use. This allows you to make all entries and record your outgoing messages; with the “No” setting however, the function cannot be activated using the answering mode button or using time control, i.e. it is removed from all menus.

Edit outgoing messages >>

Outgoing messages .. Here, you can change the name of the outgoing message (max. 10 characters). The preset names are AZ1 to AZ5. Give them a meaningful name, e.g. “OGM AM” for the message intended for the morning. This will give you a better overview later. Using the **up/down** arrow buttons, you can switch between the individual messages.

Record outgoing messages This is where you can review or record the outgoing message set. You do not have to do this in a single action, as releasing the record button provides you with a pause function. Using the **Playback** button you may listen to the OGM displayed.

Assign destinations >>

Button 1 to 9. Select the button, which a caller with an MFV compatible telephone will have to press to reach the destination assigned to that number. If the caller does not press any button, the tiptel 355 ISDN transfers the call to the destination entered for button 1.

Consequently, this destination should always be defined.

Destination Enter the (collective) number (of the extension) to which the tiptel 355 ISDN should transfer the call after the appropriate button has been pressed on the caller's telephone

Mailbox “-” or “Mailbox X”. This is where you can set the mailbox in which any message for a particular destination will be recorded. This is important for a busy number, for example. With the “-” setting, there is no recording option.

Record busy message This is where you record the outgoing message that a caller will hear if the transfer destination is busy. Using the **Playback** button you may listen to the OGM displayed.

Automatic switchboard settings

Opening the Automatic switchboard menu item



Press **Menu**.

The main menu appears in the display.

```

Mainmenu      ↓
Settings.....
Call Management.....
Time control.....
  
```



Press the **select button** next to “Call management”.

The display shows all available call management functions.

```

Call Management  ↓
Automatic Central.....
Welcome and Exchange.....
Information system.....
  
```



Press the **select button** next to “Automatic switchboard”.

The display shows all the setting options.

```

Autom. Central
function available:  no
edit announce       >>
rec. occupied-announce  ■
  
```



Press the **select button** next to
“Function available”

The display changes to “Yes”, and this mode
is then immediately available in the menus.



Press and hold the **select button** next to
“Record busy message”.

You can record the busy message. You can
also pause during recording (displayed).



If you want to make a recording using the external AUDIO IN input, first press
the **2nd** button. Using the **Playback** button you may listen to the OGM dis-
played.

Edit outgoing messages sub-menu

```
AC1: edit announce
Announce...: Ann. Morn
record announce
assign targets  >>
```



Switch to the desired outgoing message
using the **up/down** arrow buttons.

The name of the outgoing message is dis-
played.



If you would like to change the preset
name of the outgoing message, press
the **select button** next to “Outgoing
message”.

This takes you to the menu for setting the
name.



Press and hold the **select button** next to
“Record outgoing message”.

You can record the outgoing message dis-
played. You can also pause during recording
(displayed).



If you want to make a recording using the external AUDIO IN input, first press
the **2nd** button. Using the **Playback** button you may listen to the OGM dis-
played.

Assign destinations sub-menu

```
AC1: targets Ann. Morn x
Key.....: 1
number...: 25
Voicebox...: Sales
```



Switch to the desired button using the
up/down arrow buttons.

The button to be pressed by the caller is dis-
played.



Press the **select button** next to
“Destination”. For multi-figure setting of
the destination, move the input point
using the **arrow buttons** (right/left).

The selected input point flashes.





Set the flashing figure using the **up/down** arrow buttons.

The desired figure is displayed.



To finish inputting, press the **select button** next to "Destination" again.

The input point stops flashing.



Press the **select button** next to "Mailbox" until the desired mailbox is displayed.

The mailbox displayed is now used to leave messages if the destination is busy.



To delete the settings, press and hold the **select button** for 2 seconds.

The assignment for this destination is removed.



To exit the menu, press **Stop** repeatedly.

The basic settings once again appear in the display.

Automatic switchboard examples

Automatic switchboard outgoing messages AZ1 to AZ5

"Good morning and welcome to ..., if you would like to be connected directly to our switchboard, please press 1, if you would like information on a product, please press 2, if you would like to place an order, please press 3, if you would like to speak to our service department, please press 4. ... If you would like to hear this message again, please press 0. ... (*Pause of approx. 5 seconds*) ... You have not made any selection, we will connect you to our switchboard."



You can record up to 5 different outgoing messages (AZ1 to AZ5) and switch between them either manually (the lowest select button on the display in the default setting) or using time control to change the outgoing message according to the time and/or day.



Instead of the default names AZ1 to AZ5, you should give them more meaningful names, such as "OGM AM" for the outgoing message in the morning or "OGM W/E" for the weekend outgoing message. The name can be up to 10 characters in length.



If the caller does not make any selection (approx. 40% of all subscribers in Germany still have their telephones set to pulse dialling), the tiptel 355 ISDN automatically connects them to the destination reached by pressing 1. Therefore, a destination and, if necessary, a mailbox, should always be set for this button.

Automatic switchboard busy message

“Unfortunately, the extension you require is not available/busy at present. If you would like to make another selection and be connected to another extension please press 0 now. You can also leave a message for the person you wish to speak to; to do this, press the * button on your telephone. If you do not do anything, we will continue to try to connect you. Please wait.”

- ☞ This example highlights all the possibilities, but you do not have to explain all of the options to the caller. If the caller does not press either 0 or * during the busy message, he remains in a queue until the subscriber is reached.
- ☞ If you have not assigned a mailbox to this destination in the settings menu, pressing the * button has no function.
- ☞ If the destination is not busy and no one picks up the call, your telephone system redials after a set time (connection variant 4 only). If you want to use this option, please check with the supplier or manufacturer of your PBX system. The tiptel 411 clip, 811 clip, 822 clip and 4011 XT PBX systems redial after 45 seconds (Redial if the transfer destination does not answer).
- ☞ More precise details of all functions can be found in the “Automatic switchboard” process diagram on P. 30.

Answering mode with Automatic switchboard



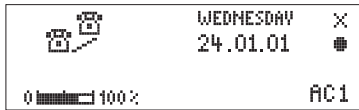
Select the outgoing message defined as the welcome message using the **select button** next to the outgoing message symbol.

The outgoing message selected appears next to the symbol in the bottom right of the display (AZ 1, AZ 2, AZ 3, AZ 4, AZ 5).



Press **Answering mode**.

The **Answering mode** button lights up. The symbol for “Automatic switchboard” appears in the display.



You can switch between the “Answering machine” and “Automatic switchboard” modes by pressing the **select button** next to “AZ1”.



To de-activate answering mode with “Automatic switchboard”, press **Answering mode** again.

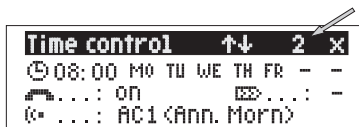
No further calls are accepted. The basic settings appear in the display.



If you have the outgoing message changed by time control, you can, for example, use the “Automatic switchboard” function during the day and automatically switch to answering machine mode (voicemail system) in the evening.

Example:

In the second switching time (highlighted), the outgoing message AZ1 (OGM AM) is selected at 08.00 from Monday to Friday and answering mode is activated. At the same time, the tiptel 355 ISDN mode is changed to “Automatic switchboard”.



Welcome and transfer

Your tiptel 355 ISDN can greet your callers and then transfer them to another number or extension (e.g. collective number for connection in a PBX system). In contrast to the “Automatic switchboard” function, no action by the caller (selection of a number) is necessary. If the transfer destination is busy, the caller can be recalled and he will then hear the busy message selected. Callers know straightaway that they are connected correctly and your staff are relieved of the burden of constantly repeating the welcome message.

If the transfer staff are busy (overflow) the call can also be diverted to a tiptel 355 ISDN mailbox. The caller does not get the impression that no one is there.

Welcome and transfer setting options

Function available Yes or no. Here, you set whether or not “Welcome and transfer” is available for use. This allows you to make all entries and record your outgoing messages; with the “No” setting however, the function cannot be activated using the answering mode button or using time control, i.e. it is removed from all menus.

Edit outgoing messages >>

Outgoing message Here, you can change the name of the outgoing message (max. 10 characters). The preset names are BV1 to BV5. Give them a meaningful name, e.g. “Welc. AM” for the message intended for the morning. This will give you a better overview later. Using the **up/down** arrow buttons, you can switch between the individual messages.

Record outgoing messages This is where you can review or record the outgoing message set. You do not have to do this in a single action, as releasing the record button provides you with a pause function. Using the **Playback** button you may listen to the OGM displayed.

Assign destination >>

Destination Enter the (collective) number (of the extension), to which the tiptel 355 should transfer the call after the welcome message has been played

Mailbox “-” or “Mailbox X”. This is where you can set the mailbox in which any message for a particular destination will be recorded. This is important for a busy number, for example. With the “-” setting, there is no recording option.

Record busy message This is where you record the outgoing message that a caller will hear, if the transfer destination is busy. Using the **Playback** button you may listen to the OGM displayed.

Welcome and transfer settings

Opening the Welcome and transfer menu item



Press **Menu**.

The main menu appears in the display.

```

Mainmenu      ↓
Settings.....
Call Management.....
Time control.....
    
```



Press the **select button** next to “Call management”.

The display shows all available call management functions.

```

Call Management  ↓
Automatic Central.....
Welcome and Exchange.....
Information system.....
    
```



Press the **select button** next to “Welcome and transfer”.

The display shows all the setting options.

```

Welc. and Exchange
function available:  no
edit announce      >>
rec. occupied-announce  ●
    
```



Press the **select button** next to “Function available”

The display changes to “Yes”, and this mode is then immediately available in the menus.



Press and hold the **select button** next to “Record busy message”.

You can record the busy message. You can also pause during recording (displayed).



If you want to make a recording using the external AUDIO IN input, first press the **2nd** button. Using the **Playback** button you may listen to the OGM displayed.

Edit outgoing messages sub-menu

```
WE1: edit announce
Announce...: Welc.Morn
record announce  #
assign target    >>
```



Switch to the desired outgoing message using the **up/down** arrow buttons.

The name of the outgoing message is displayed.



If you would like to change the preset name of the outgoing message, press the **select button** next to "Outgoing message".

This takes you to the menu for setting the name.



Press and hold the **select button** next to "Record outgoing message".

You can record the outgoing message displayed. You can also pause during recording (displayed).



If you want to make a recording using the external AUDIO IN input, first press the **2nd** button. Using the **Playback** button you may listen to the OGM displayed.

Assign destination sub-menu

```
WE1: target Welc.Morn x
number...: 36
Voicebox... Hotline
```



Press the **select button** next to "Destination". For multi-figure setting of the destination, move the input point using the **arrow buttons (right/left)**.

The selected input point flashes.



Set the flashing figure using the **up/down** arrow buttons.

The desired figure is displayed.



To finish inputting, press the **select button** next to "Destination" again.

The input point stops flashing.



Press the **select button** next to "Mailbox" until the desired mailbox is displayed.

The mailbox displayed is now used to leave messages if the destination is busy.



To delete the settings, press and hold the **select button** for 2 seconds.

The assignment for this destination is removed.



To exit the menu, press **Stop** repeatedly.

The basic settings once again appear in the display.

Welcome and transfer examples

Welcome and transfer outgoing messages BV1 to BV5

“Good morning and welcome to ... technical support. This call will cost you 24 Pfennigs per minute. Please have your customer reference number and information about your product, such as the serial number and software configuration, ready so that our staff can provide you with expert assistance. You will now be connected to the next available member of staff.”

- ☞ You can record up to 5 different outgoing messages (BV1 to BV5) and switch between them either manually (the lowest select button on the display in the default setting) or using time control to change the outgoing message according to the time and/or day.
- ☞ Instead of the default names BV1 to BV5, you should give them more meaningful names, such as “Welc. AM” for the outgoing message in the morning or “Welc. W/E” for the weekend outgoing message. The name can be up to 10 characters in length.

Welcome and transfer busy message

“Unfortunately, all our staff are currently on customer calls. Please stay on the line, and you will be connected with the next available member of staff. You can also leave a message; to do this, press the * button on your telephone.”

- ☞ You do not have to tell the caller about the option of leaving a message. If the caller does not press * during the busy message, he remains in a queue until the subscriber is reached.
- ☞ If you have not assigned a mailbox to this destination in the settings menu, pressing the * button has no function.
- ☞ If the destination is not busy and no one picks up the call, your telephone system redials after a set time (connection variant 4 only). If you want to use this option, please check with the supplier or manufacturer of your PBX system. The tiptel 411 clip, 811 clip, 822 clip and 4011 XT PBX systems redial after 45 seconds (Redial if the transfer destination does not answer).
- ☞ More precise details of all functions can be found in the “Welcome and transfer” process diagram on P. 31.

Answering mode with Welcome and transfer



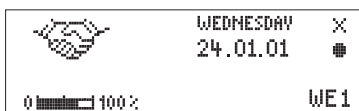
Select the outgoing message defined as the welcome message using the **select button** next to the outgoing message symbol.

The outgoing message selected appears next to the symbol in the bottom right of the display (BV 1, BV 2, BV 3, BV 4, BV 5).



Press **Answering mode**.

The **Answering mode** button lights up. The symbol for “Welcome and transfer” appears in the display.



You can switch between the “Answering machine” and “Welcome and transfer” modes by pressing the **select button** next to “BV1”.



To de-activate answering mode with “Welcome and transfer”, press **An-
swering mode** again.

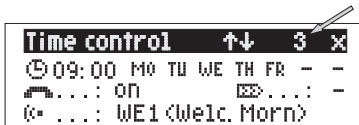
No further calls are accepted. The basic settings appear in the display.



If you have the outgoing message changed by time control, you can, for example, use the “Welcome and transfer” function during the day and automatically switch to answering machine mode (voicemail system) in the evening.

Example:

In the third switching time (highlighted), the outgoing message BV1 (Welc. AM) is selected at 09.00 from Monday to Friday and answering mode is activated. At the same time, the tiptel 355 ISDN mode is changed to “Welcome and transfer”.



Information system

A menu-controlled information system with 10 individual outgoing messages of any length is integrated as the third function of the tiptel 355 ISDN. Here, the caller decides himself, by pressing a number on his tone-dial compatible (MFV) telephone, which information he would like to listen to. Any company, which wants to provide its customers with various pieces of information that do not change for some time (travel agents, weekly offers in a store, manufacturer's product info line) can use the "Information system" function to ensure that its staff do not have to constantly repeat the same standard information.

Information systems setting options

- Function available** Yes or no. Here, you set whether or not "Information system" is available for use. This allows you to make all entries and record your outgoing messages; with the "No" setting however, the function cannot be activated using the answering mode button or using time control, i.e. it is removed from all menus.
- Record welcome** This is where you record the outgoing message that a caller will hear as a welcome. This message must specify the max. of 9 options for selecting an info message (see below). Using the **Playback** button you may listen to the OGM displayed.
- Info messages** >>
- Outgoing message** Here, you can change the name of the outgoing message (max. 10 characters). The preset names are IS1 to IS9. Give the individual messages a meaningful name, e.g. "Mallorca" or "USA budget". This will give you a better overview later. Using the **up/down** arrow buttons, you can switch between the individual messages.
- Record outgoing messages** This is where you can review or record the outgoing message set. You do not have to do this in a single action, as releasing the record button provides you with a pause function. Using the **Playback** button you may listen to the OGM displayed.
- Message in Mailbox** "—" or "Mailbox X". This is where you can set the mailbox in which any incoming message relating to a particular info message will be recorded. With the "—" setting, there is no recording option.

Information system settings

Opening the Information system menu item



Press **Menu**.

The main menu appears in the display.

```

Mainmenu      ↓
Settings.....
Call Management.....
Time control.....
  
```



Press the **select button** next to “Call management”.

The display shows all available call management functions.

```

Call Management ↓
Automatic Central.....
Welcome and Exchange ....
Information system.....
  
```



Press the **select button** next to “Information system”.

The display shows all the setting options.

```

Information system
function available:    no
rec. welcome ann.     ●
Info announce         >>
  
```



Press the **select button** next to “Function available”


The display changes to “Yes”, and this mode is then immediately available in the menus.



Press and hold the **select button** next to “Record welcome”.

You can record the welcome. You can also pause during recording (displayed).



If you want to make a recording using the external AUDIO IN input, first press the  button. Using the **Playback** button you may listen to the OGM displayed.

Edit outgoing messages sub-menu

```

[51: edit announce
Announce ...:  Mallorca
record announce  ●
rec. in UB.:    Smith
  
```



Switch to the desired outgoing message using the **up/down** arrow buttons.

The name of the outgoing message is displayed.



If you would like to change the preset name of the outgoing message, press the **select button** next to "Outgoing message".


This takes you to the menu for setting the name.



Press and hold the **select button** next to "Record outgoing message".

You can record the outgoing message displayed. You can also pause during recording (displayed).



If you want to make a recording using the external AUDIO IN input, first press the  button. Using the **Playback** button you may listen to the OGM displayed.



Press the **select button** next to "Message in mailbox" until the desired mailbox is displayed.

The mailbox displayed is used for incoming messages left on that particular topic, which are left by people who listen to the info message shown.



To exit the menu, press **Stop** repeatedly.

The basic settings once again appear in the display.

Information system examples

Information system welcome message ISO

"Welcome to the Plane and Train travel agency. You have reached our automatic information system, which we would like to use to tell you about our great value offers. For information on "Budget travel to Mallorca" please press 1, for our great value "All inclusive offers in the Dominican Republic" please press 2, for information on "Tours in the USA" please press 3. Press 4 for all our information on "Holidays in Turkey", for your "Spanish holiday" please press 5, "City breaks" are presented under 6 and for information on your "Activity holiday in the Alps, please press 7 ..." (*Pause of approx. 5 seconds*)



You can use the figures 1 to 9. The figure 0 is reserved for returning to this welcome message ISO (from the info messages).

Information system info message IS1

"Hello everyone, this week we have a flight to Mallorca for just 99 Euros. But there is more... (*any length of outgoing message*) ... If you would like information on other offers, simply select the appropriate number. Pressing 0 will take you back to the selection menu, if you want to listen to the options again. You can also leave our staff

a message about a particular topic; to do this, simply press the * button on your telephone.”

- ☞ You do not have to inform the caller about the option of leaving a message. If the caller does not press the * button during the info message, he remains in this info message until he selects another number or hangs up.
- ☞ If you have not assigned a mailbox to this destination in the settings menu, pressing the * button has no function.
- ☞ More precise details of all functions can be found in the “Information system” process diagram on P. 32.

Answering mode with information system



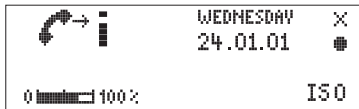
Select the outgoing message defined as the welcome message ISO using the **select button** next to the outgoing message symbol.

The outgoing message selected appears next to the symbol in the bottom right of the display (ISO).



Press **Answering mode**.

The **Answering mode** button lights up. The symbol for "Information system" appears in the display.



You can switch between the "Answering machine" and "Information system" modes by pressing the **select button** next to "ISO".



To de-activate answering mode with "Information system", press **Answering mode** again.

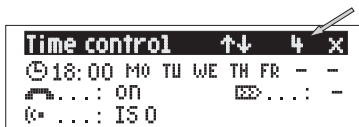
No further calls are accepted. The basic settings appear in the display.



If you have the outgoing message changed by time control, you can, for example, use the "Information system" function during the day and automatically switch to answering machine mode (voicemail system) in the evening.

Example:

In the fourth switching time (highlighted), the outgoing message ISO (information system welcome) is selected at 18.00 from Monday to Friday and answering mode is activated. At the same time, the tip tel 355 ISDN mode is changed to "Information system".



Setting up the voicemail system (brief guide)

Alongside a main mailbox (main answering machine), this device offers you the option of setting up a maximum of 9 other mailboxes (personal answering machines) for each MSN. A mailbox is configured using the same menu structure as the main answering machine. You simply have to first of all select the appropriate mailbox by pressing the third display button from the top.

How to set up your voicemail system

1. Save all MSNs that you want to use:

Press **Menu**, select “Settings”, skip through to “Own number”, select it and enter it.

2. Assign the individual mailboxes:

Press **Menu**, skip through to “Set up mailbox” and select it.
You can enter a name other than the default “Mailbox X”.




3. Set up the individual mailboxes:

Press the third display button from the top and select the mailbox.

The outgoing message numbers displayed in the bottom right now relate to the individual mailbox. All buttons and all menus are now switched to the mailbox shown in the display. More details of the possible outgoing message combinations can be found on P. 27 of this manual.

If you press the **Menu** button, the selected mailbox is shown on the first line of the display in front of the relevant menu item.

Each mailbox has its own menu which, other than a few general setting options, is the same as that for the main answering machine.

-  More extensive details on this topic can be found in the manual for the tiptel 350-10 ISDN voicemail system under “Mailbox set up”.
-  Once you have set up the mailboxes, they are available as alternate destinations in case of the call destination being busy or to leave messages in the Information system.
-  Using time control, while “Automatic switchboard” is running you can, for example, set an outgoing message other than the standard one for the mailbox, as this may be more suitable as a destination message. To do this, simply enter the same times in the mailbox time control as for the “Automatic switchboard” function.

Possible outgoing message combinations

Outgoing message (No.)	Global mailbox with “example”	9 mailboxes (which can each be set independently)	Call filter (individual outgoing messages)
0	Plug & Answer “Hello, this is the automatic voicemail for extension (number). You can leave a message. Please speak after the tone.”	optional	optional
1	Individual “Welcome to XYZ PLC. Unfortunately our voicemail system has no more space for messages. Please try again later.”	Automatically selected, if there is no free recording capacity	Automatically selected, if there is no free recording capacity
2	Individual “Hello and welcome to XYZ PLC ...”	optional	optional
3	Individual “Good evening. Welcome to XYZ PLC. Unfortunately you have called outside our business hours ...”	optional	optional
4	Individual “Hello and welcome to XYZ PLC. The person you wish to speak to is currently unavailable ...”	optional	optional
5	Individual “Hello and welcome to XYZ PLC. The person you wish to speak to is out of the office at present ...”	optional	optional
6	Individual “Hello and welcome to XYZ PLC. The person you wish to speak to is at lunch at present...”	optional	optional
7	Individual “Hello and welcome to XYZ PLC. The person you wish to speak to is on holiday at present ...”	optional	optional
8	Individual “Hello, you are through to the XYZ PLC switchboard...”	Individual outgoing message for each person “Hello, this is the extension for Susi Blumenfeld, I am in a meeting at the moment...”	–
9	Individual “Hello, you have dialled correctly and are through to XYZ PLC ...”	Individual outgoing message for each person “Hello, this is the extension for Susi Blumenfeld, I am on holiday at present...”	–

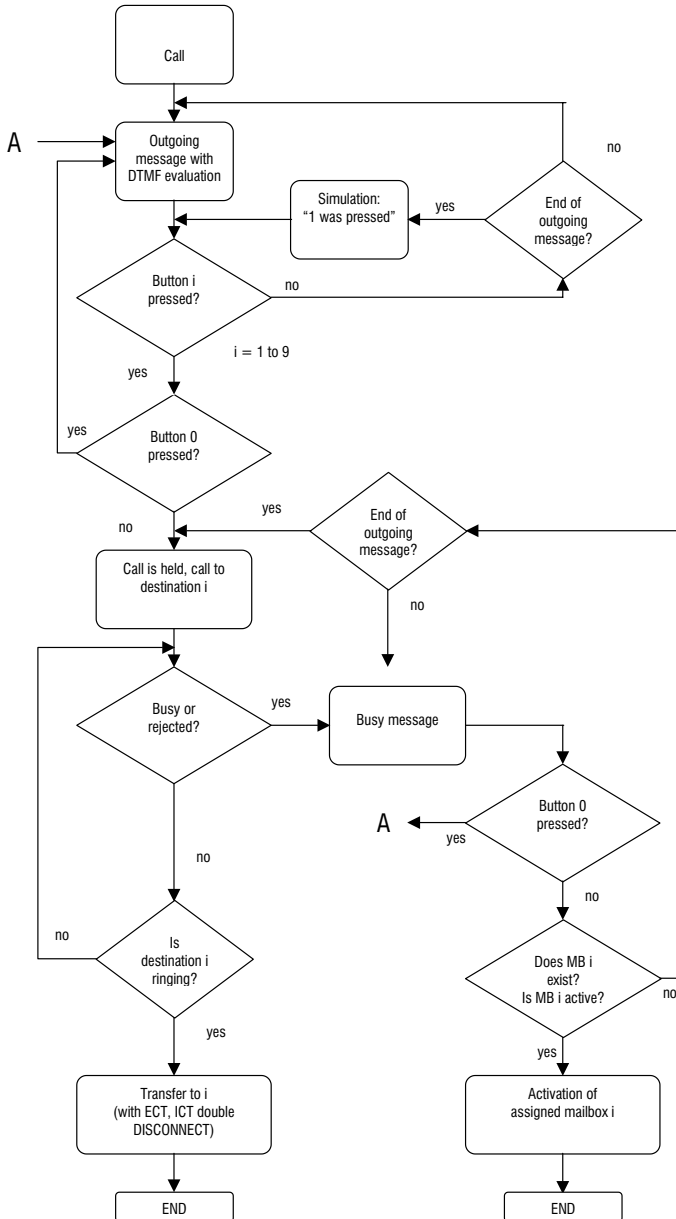
Voicemail system – brief instructions

Outgoing message (No.)	Global mailbox with “example”	9 mailboxes (which can each be set independently)	Call filter (individual outgoing messages)
AZ 1	Automatic switchboard, outgoing message 1 “Good morning, you are through to XYZ PLC. Unfortunately, all our switchboard operators are currently busy. However, you can transfer your call yourself. Press ...”	—	—
AZ 2	Automatic switchboard, outgoing message 2 “Hello, you are through to XYZ PLC. Unfortunately, all our switchboard operators are currently busy. However, you can transfer your call yourself. Press ...”	—	—
AZ 3	Automatic switchboard, outgoing message 3 “Good evening, you are through to XYZ PLC. Unfortunately, all our switchboard operators are currently busy. However, you can transfer your call yourself. Press...”	—	—
AZ 4	Automatic switchboard, outgoing message 4 “Hello, you are through to XYZ PLC. Unfortunately, we are closed for the summer holiday. However, you can transfer your call to one of our emergency staff. Press ...”	—	—
AZ 5	Automatic switchboard, outgoing message 5 “Hello, you are through to XYZ PLC. Unfortunately, we are closed at the weekend. However, you can transfer your call to one of our emergency staff. Press ...”	—	—
BV 1	Welcome and transfer, outgoing message 1 “Good morning and welcome to ... technical support. This call will cost you 24 Pfennigs per minute. Please have your customer reference number and information about your product, such as the serial number and software configuration, ready so that our staff can provide you with expert assistance. You will now be connected to the next available member of staff.”	—	—
BV 2	Welcome and transfer, outgoing message 2 “Hello and welcome to ... technical support ...”	—	—
BV 3	Welcome and transfer, outgoing message 3 “Good evening and welcome to ... technical support ...”	—	—
BV 4	Welcome and transfer, outgoing message 4 “Welcome to ... technical support. We have set up a special hotline for use at the weekend. This call will cost you 96 Pfennigs per minute. Please have your customer reference number and information about your product, such as the serial number and software configuration, ready so that our staff can provide you with expert assistance. You will now be connected to the next available member of staff.”	—	—

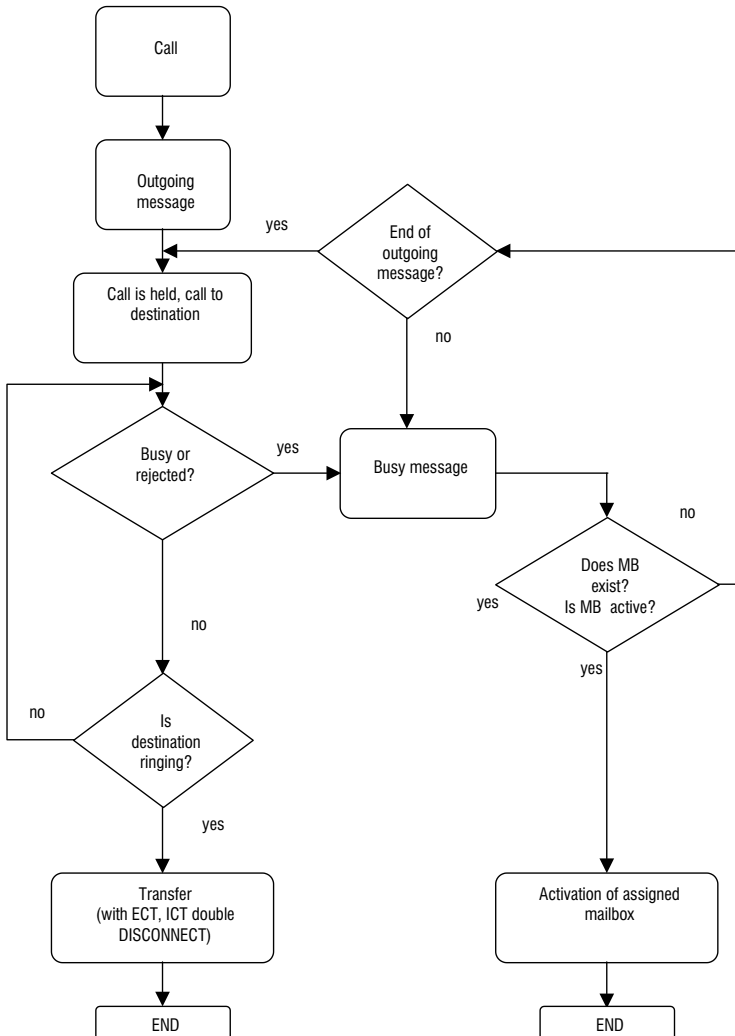
Voicemail system – brief instructions

Outgoing message (No.)	Global mailbox with “example”	9 mailboxes (which can each be set independently)	Call filter (individual outgoing messages)
BV 5	Welcome and transfer, outgoing message 5 “Welcome to ... technical support. We have set up a special hotline for use at night. This call will cost you 96 Pfennigs per minute. Please have your...”	—	—
IS 0	Information system, Welcome message “Welcome to the Plane and Train travel agency. You have reached our automatic information system, which we would like to use to tell you about our great value offers. For information on “Budget travel to Mallorca” please press 1, for our great value “All inclusive offers in the Dominican Republic” please press 2, for information on “Tours in the USA” please press 3. Press 4 for all our information on “Holidays in Turkey”, for your “Spanish holiday” please press 5, “City breaks” are presented under 6 and for information on your “Activity holiday in the Alps”, please press 7...” <i>(Pause of approx. 5 seconds)</i>	—	—
IS 1	Information system, outgoing message for button 1 “Cheap holidays in Mallorca, for only ...”	—	—
IS 2	Information system, outgoing message for button 2 “Welcome to our Dominican Republic info ...”	—	—
IS 3	Information system, outgoing message for button 3 “USA tours, the varied alternative ...”	—	—
IS 4	Information system, outgoing message for button 4 “Turkey for connoisseurs, here are our offers ...”	—	—
IS 5	Information system, outgoing message for button 5 “Cultural holidays in Spain, here is what we offer ...”	—	—
IS 6	Information system, outgoing message for button 6 “City breaks are our speciality...”	—	—
IS 7	Information system, outgoing message for button 7 “For climbing in the Alps, you have come to the right place ...”	—	—
IS 8	Information system, outgoing message for button 8 “Great deals for all four corners of the earth ...”	—	—
IS 9	Information system, outgoing message for button 9 “Duty free shopping cruises in the Baltic ...”	—	—

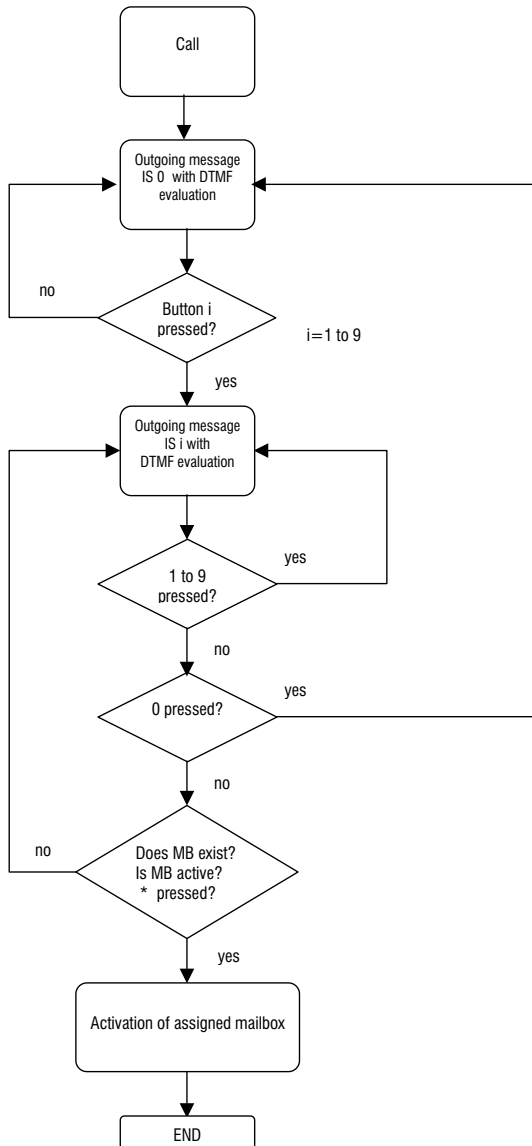
Automatic switchboard process diagram



Welcome and transfer process diagram



Information system process diagram



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